

WASHINGTON STATE CLEANING INDUSTRY
PROFESSIONALS GROUP



SUSTAINABLE CLEANING STANDARD

COMMITTED TO CLEANING FOR HEALTH
DETERMINED TO “DO NO HARM”

OLYMPIA, WASHINGTON

CLEANING STANDARD AND TEMPLATE FOR CERTIFICATION



THE DEFINITION

The State of Washington has determined that a Sustainable Cleaning Program will do no harm to the occupant, the cleaning worker, the building or the environment. It will incorporate state of the art products, equipment and processes; emphasize worker safety and professionalism; it will be efficient, effective, measurable and safe and will be proactive in conserving natural resources.

PREFACE

This Sustainable Cleaning Standard is developed to establish minimum criteria for effective cleaning. This Standard is intended to apply to any and all cleaning service programs whether the work is performed by in-house or contracted personnel.

Unlike other, less comprehensive standards, this standard is intended to encompass not just environmentally preferred (green) cleaning products but all cleaning tools, the cleaning process, cleaning worker education, communication and service task schedules.

Likewise, inflated emphasis is not placed on the particular kinds of building or areas to be cleaned nor focus on the activities that take place within those buildings except as it may impact or modify the cleaning schedules. Rather, the focus is on the cleaning approach as a whole that will be applicable to all facilities and will enable any program to achieve certification based upon its cleaning program rather than targeting individual circumstances.

This Standard does not specify any particular product brands to be used. Rather, the criteria have been described so that each element should meet in order to qualify as appropriate for use in our sustainable cleaning process.

CLEANING FOR HEALTH

The Washington State Cleaning Industry Professionals Group recognizes that an effective cleaning program will be structured so as not to emphasize the esthetics of cleaning but rather the health effects it should bring. It must conduct its work in a way that ‘does no harm’ to the cleaning worker, the building occupant or the environment and its affects must improve air quality, prevent the spread of germs and disease and remove allergens.

CERTIFICATION

Cleaning programs can achieve certification of their programs based upon an audit conducted by an independent third party.

In order for third party evaluations to be valid the evaluator must have been recognized by the Washington State Cleaning Industry Professionals group as qualified to conduct unbiased audits of cleaning programs.

The independent party will examine the program against a rating system prepared with this standard in order to determine if the program meets the established criteria for sustainability.

WHO MAY BE CERTIFIED

Sustainable cleaning certification is available to any cleaning contractor, in house cleaning program, or building management company who requires their cleaning provider to fulfill the criteria of this standard even if the provider themselves has not achieved certification. No vendor, product manufacturer, or distributor may achieve certification. Although company advertisements may include reference to products that support this standard, it remains the responsibility of each individual program to ensure that the products they use do in fact meet the criteria set forth in this standard.

Certification will entitle any cleaning company or program to publish this achievement in advertisements and promotional materials as long as certification remains current.

STANDARD CRITERIA

To be considered sustainable, this standard requires that a cleaning program shall address every element of the cleaning process. It shall:

1. Be results-focused;
2. Contain a clear quality evaluation process;
3. Feature work performed in a uniform, predictable way;
4. Use standardized tools and equipment that is fitted to the user when applicable;
5. Facilitate the safety of the cleaning worker;
6. Contain elements which contribute to responsible environmental stewardship including the use of environmentally friendly cleaning products when possible and the responsible, safe use, storage, handling and disposal of **all** cleaning products;
7. Employ measures designed to reduce waste generated by the program and conserve energy and water;
8. Include elements that facilitate the gathering and tracking of data associated with the program to understand cost, productivity, supply use, energy and water use/conservation, etc;
9. Emphasize standardized hands-on training of workers, ensuring comprehension for all workers;
10. Provide for accurate work-loading and assignments based on reputable productivity standards or time-on-task studies;
11. Have in place a method to ensure that the customer, the cleaning worker and management enjoy a mutual understanding of work expectations and quality measures;
12. Facilitate communication between Management, the Cleaning Worker and the Customer; and
13. Provide periodic, regular rewards and recognition.

THE STANDARD TEMPLATE

The following template contains Sections which support the elements described above. Points have been assigned to each Section of the Standard and items noted by an “**R**” are “Required Elements” within that section.

Points have been allotted for each bullet point within the sections. The minimum number of points required to pass each section is provided as is the total points possible for that item.

The template outlines a *baseline* for cleaning methods which a sustainable program will use when cleaning a facility in order to preserve the health of the cleaning worker, the building and the environment. Greater service levels are supported but do not earn additional points in this certification process.

A companion document to be used with Janitorial Contracting Specifications is included as Attachment A.

SECTION I: CLEANING CHEMICALS

Total Possible: 11 Required Elements: 4 Required to Pass Section I: 7 (4**R** + 3)

A sustainable program shall:

1. Use environmentally preferred products (as certified by a nationally recognized, third party testing lab) to perform daily routine cleaning tasks (except disinfection procedures). **R**
2. Maintain strict protocol when using products to perform deep cleaning so that products are stored, used, disposed in an appropriate manner. **R**
3. Employ a system designed to ensure proper, safe and precise dilution of products. **R**
4. Maintain up to date compliance with Right to Know and Hazard Communication requirements. **R**
5. Limit the number and type of chemicals used on a daily basis to avoid duplication of product by function whenever possible.
6. Track quantities of chemicals used.
7. Be consistent in chemical use from job site to job site, except when necessary to address a particular and unique service need such as graffiti removal, or to accommodate chemical sensitivity issues.
8. Employ a means by which employees can easily identify products.
9. Use chemicals properly to avoid overuse and/or waste and/or spillage.
10. Store, dispense and use products in properly labeled containers.
11. Ensure that MSDS information is presented in a standardized reporting format (see attached sample).

Section Passed _____ Points Achieved _____

SECTION II: EQUIPMENT AND TOOLS

Total Possible: 7 Required Elements: 5 Required to Pass Section II: 5 (5R)

A sustainable program shall ensure that:

1. Vacuums are equipped with a properly fitting filtration system that will provide efficient filtration to less than 5 microns. **R**
2. Cords and plugs shall be sound and intact. Taped or frayed cords will not be allowed. **R**
3. Cord length and gauge will be per manufacturer's specifications. **R**
4. Vacuum cleaner bags will be inspected and emptied as needed, at least once each day of use and replaced as needed. **R**
5. Filters will be replaced according to manufacturer's recommendations. **R**
6. All equipment will be cleaned after use and maintained according to manufacturer's instructions and maintenance logs will be kept.
7. Worn, improperly functioning and unsafe equipment will be taken out of service and removed from facilities.

Section Passed _____ Points Achieved _____

SECTION III: QUALITY CONTROL

Total Possible: 3 Required Elements: 3 Required to Pass Section III: 3 (3R)

A sustainable program shall:

1. Ensure that the customer, the cleaning worker and the program management have a mutual understanding of the service schedule and performance expectations. **R**
2. Have in place a means and method whereby cleaning results will be inspected and evaluated internally on a scheduled basis. **R**
3. Have in place a means and method whereby unsatisfactory cleaning results can be corrected. **R**

Section Passed _____ Points Achieved _____

SECTION IV: CLEANING SPECIFICATIONS (FREQUENCIES AND SCHEDULES)

Total Possible: 15 Required Elements: 10 Required to Pass Section IV: 12 (10**R** + 2)

A sustainable program shall contain the methods and means which promote optimal cleaning results with controlled resources. Work shall be performed in a way that preserves human health and the physical environment. Specific elements will include:

1. Regular, after use cleaning and disinfecting of touch surfaces by which micro organisms can collect and breed and by which germs and infection can be transferred one person to another. Such surfaces include (but is not limited to) door handles, bathroom faucets, telephones, and light switches, etc. **R**
2. Regular, after use cleaning and disinfecting of restrooms, locker rooms and shower facilities. **R**
3. Regular, after use removal of all food trash and restroom trash. **R**
4. Dedicated cleaning tools & equipment specifically for restroom cleaning tasks only. **R**
5. Not allowing these tools to be used to clean other areas. **R**
6. Regularly scheduled detail cleaning of common areas such as conference/meeting rooms, reception areas, classrooms, libraries, workrooms, etc. on at least a once a week basis. **R**
7. Adherence to prescribed cleaning schedules for specialty areas such as labs, first aid rooms, health rooms, lounges, medical and patient rooms, to disinfect and to clean. **R**
8. At least annual cleaning of carpets. **R**
9. At least once annual cleaning and/or refinishing of hard surface floors. **R**
10. Emphasis placed on maintenance of floors with minimal stripping (more frequent shower scrubbing, burnishing, top coating is allowed). **R**
11. Regular, after use cleaning of food preparation/serving areas according to agreed upon service level, if applicable. **R**
12. Assurance that the customer, cleaning worker and program management have a mutual understanding of the service schedule and results expectations.
13. Floors – sweeping/vacuuming/dust mopping, mopping, buffing, top scrubbing and recoating, and/or burnishing according to prescribed schedule
14. A system that requires floor mopping/rinsing solutions and mop heads to be exchanged on an appropriate frequency.
15. A system that encourages the vacuuming of dry hard floors.

Section Passed _____ Points Achieved _____

SECTION V: CUSTODIAL PRODUCTIVITY

Total Possible: 4 Required Elements: 4 Required to Pass Section V: 4 (4**R**)

A sustainable program shall ensure that:

1. Management has conducted an assessment and understands the size and scope of areas being cleaned. **R**
2. Workloads are based on recognized industry standards such as ISSA, APPA, IFMA, BOMA, etc. or time on task studies. **R**
3. Custodial assignments are equitable in size and scope. **R**
4. Custodians are provided sufficient tools and written information to enable them (and substitute custodians) to organize, plan and accomplish their work according to established service schedules. **R**

Section Passed _____ Points Achieved _____

SECTION VI: EFFECTIVENESS

Total Possible: 5 Required Elements: 3 Required to Pass Section VI: 4 (3**R**+ 1)

A sustainable program shall promote effectiveness by:

1. Using a dusting process and tools that capture, retain and remove dust; using dusting tools that do not cause dust to become airborne and resettle. **R**
2. Providing the right tool for the right job. **R**
3. Providing documented training on the use of equipment, chemicals and work procedures for all employees. **R**
4. Including methods to perform 'deep cleaning' tasks on a predictable frequency.
5. Using mopping tools that do not contribute to building unsightliness (such as creating residue and dirt buildup on baseboards).

Section Passed _____ Points Achieved _____

SECTION VII: EMPLOYEE TRAINING

Total Possible: 12 Required Elements: 12 Required to Pass Section VII: 12 (12**R**)

A sustainable program shall provide training that:

1. Is made available on, at least, an annual basis. **R**
2. Is standard within the organization. **R**
3. Recognizes custodial employees as professionals. **R**
4. Includes classroom training with visual aids. **R**
5. Provides initial hands on training with equipment and supplies for all employees with additional training provided when new tools, equipment, chemicals or work processes are introduced. **R**
6. Provides employees with Right-To-Know training and refresher training annually ensuring that employees understand what to do to mitigate a chemical spill or exposure. **R**
7. Provides employees with Blood Borne Pathogen training and refresher training annually. **R**
8. Provides employees with an understanding of products they are using in their work. **R**
9. Provides employees with an understanding of how to perform their work efficiently and effectively. **R**
10. Provides employees with an understanding of how to dilute and use their chemicals. **R**
11. Provides employees with an understanding of the results they are expected to achieve. **R**
12. Provides employees with an understanding of productivity standards expected of them. **R**

Section Passed _____ Points Achieved _____

SECTION VIII: SAFETY

Total Possible: 10 Required Elements: 9 Required to Pass Section VIII: 9 (9R)

A sustainable program shall ensure that:

1. MSDS information and training is up to date and available to every custodian. **R**
2. Inventory is stored safely and properly. **R**
3. Every container has an approved label. **R**
4. Employees are properly trained on use of tools, equipment and chemicals safely. **R**
5. Employees are trained on what to do if a chemical is spilled. **R**
6. Employees are provided with personal protective equipment, as required and eye wash stations are available. **R**
7. Employees have a safety bulletin board and know where it is. **R**
8. Employees have access and opportunity to report workplace hazards. **R**
9. Custodians understand how to empty trash in a manner that does not cause them injury. **R**
10. Employees have Site Specific Safety and Training plan. **R**
11. New Employees are given Safety Training. **R**
12. Shoes worn by custodians will have closed toes and will have non slip soles where required.

Section Passed _____ Points Achieved _____

SECTION IX: ERGONOMICS

Total Possible: 3 Required Elements: 3 Required to Pass Section IX: 3 (3R)

A sustainable program shall ensure that:

1. Custodial equipment that is worn by the custodian will be fitted to that custodian. **R**
2. Custodians will be properly trained on the correct way to use equipment and tools to prevent injury. **R**
3. Custodian will understand how to lift, pull, push in a manner that will not cause them injury. **R**

Section Passed _____ Points Achieved _____

SECTION X: COMMUNICATION

Total Possible: 8 Required Elements: 3 Required to Pass Section X: 4 (3**R** + 1)

A sustainable program shall have in place:

1. Annual, all staff refresher training on Blood borne Pathogens and Right to Know (Hazard Communication). **R**
2. Quarterly, scheduled safety meetings. **R**
3. Employee accessible information bulletin boards. **R**
4. Quarterly meetings between front line staff and supervisors and/or managers.
5. A method and schedule for communicating with customers.
6. A means of ensuring mutual understanding of customers, cleaning workers and management of service schedules and results.
7. A means to provide evidence of an internal process to evaluate quality, safety and process compliance.
8. A process to record and communicate results to appropriate parties to correct deficiencies and performance.

Section Passed _____ Points Achieved _____

SECTION XI: RELATED TO SECURITY

Total Possible: 2 Required Elements: 2 Required to Pass Section XI: 2 (2**R**)

A sustainable program shall ensure that:

1. Keys issued to custodians will be under the control of the custodian at all times while working. **R**
2. Custodial keys are managed according to an established policy. **R**

Section Passed _____ Points Achieved _____

SECTION XII: WASTE, ENERGY AND WATER REDUCTION

Total Possible: 8 Required Elements: 3 Required to Pass Section XII: 6 (3R+3)

A sustainable program shall be committed to the concept of “Reduce, Reuse and Recycle” and shall:

1. Purchase chemicals in quantities and sizes that minimize container material storage, transporting and disposal. **R**
2. Recycle old and surplus equipment, light tubes and ballasts, where applicable; reuse containers and materials to avoid disposal and re-supply. **R**
3. Limit the amount of waste generated by obtaining products that require less packaging materials. **R**
4. Encourage the use of reusable cleaning cloths such as huck towels or micro fiber cloths and micro fiber mops whenever possible to facilitate a reduced consumption of fresh water while adhering to mopping schedules and maintaining adequate mop water exchange.
5. Enable cleaning workers to move through their assignments in a way that enables building lighting to be controlled/minimized.
6. Encourage a work process that reduces duplication of powered equipment used during the cleaning shift.
7. Recycle waste materials to every extent possible including product packaging materials, cardboard boxes, and empty chemical containers.
8. Assist with building recycle when appropriate.

Section Passed _____ Points Achieved _____

SECTION XIII: MANAGEMENT CONTROLS AND ACCOUNTABILITY

Total Possible: 13 Required Elements: 4 Required to Pass Section XIII: 7 (4**R**+3)

A sustainable program shall have in place tracking tools to enable management to understand its program requirements and costs. Such tools will include:

1. Written job descriptions and standards of performance for every cleaning worker position within the program. **R**
2. Injury reports and hazard report logs. **R**
3. Mandatory compliance training records. **R**
4. Prepared assessment of scope and size of areas to be cleaned. **R**
5. Written facilities information regarding areas to be cleaned.
6. Written established and agreed upon schedule of services.
7. Written job cards that provide work schedule detail to ensure compliance with specifications.
8. Written productivity standards
9. Inventory ordering/receipt logs to track supplies ordered and received into inventory.
10. Supply issue logs to track supplies issued to cleaning workers
11. Logs to track vacuum filters and bags used.
12. Cleaning cloth and mop head use.
13. Attendance, absenteeism and backfill records to determine labor costs.

Section Passed _____ Points Achieved _____

SECTION XIV: CUSTODIAL CLOSETS AND SUPPLY ROOM AREAS

Total Possible: 9 Required Elements: 4 Required to Pass Section XIV: 6 (4**R** +2)

A sustainable program shall ensure that:

1. There is a system in place to track supplies received into inventory and issued to Employees. **R**
2. There are no unlabeled bottles or improperly labeled chemical containers. **R**
3. Custodial closets are kept clean and in order. Sinks are clean, floor is swept; tools and equipment is stored properly. **R**
4. Supplies are stored neatly and at appropriate height – heavy items are stored on lower shelves. **R**
5. Custodial supplies are stored properly and in compliance with legal requirements.
6. Custodial mops are hung properly.
7. Inventories are not stockpiled beyond a 30 day supply (except in circumstances when reliable, timely delivery of supplies is an issue).
8. Controlled-use products are kept in a closet or room with limited, secure access.
9. Pantry cabinets will be made available to custodians in their work assignment area to hold their daily supplies, paper products, etc.

Section Passed _____ Points Achieved _____

SECTION XV: CUSTODIAL CARTS

Total Possible: 4 Required Elements: 4 Required to Pass Section XVI: 4 (4R)

A sustainable program shall ensure that:

1. If used, custodial carts are neat and well organized. **R**
2. If used, custodial carts will contain the necessary equipment to perform the assigned duties. **R**
3. If used, custodial carts, barrels, etc. are in good working order and are not of a weight and bulk as to cause employee injury. **R**
4. Supplies will be carried in a manner that eliminates possibility of contamination from chemicals and/or cleaning tools. **R**

Section Passed _____ Points Achieved _____

SECTION XVI: CARPET CLEANING

Total Possible: 5 Required Elements: 1 Required to Pass Section XVII: 2 (1R+1)

A sustainable program shall ensure that carpet cleaning processes will:

1. Not cause carpets to become over-wet. **R**
2. Feature reduced water and chemicals use.
3. Include heated solution cleaning to facilitate faster carpet drying.
4. Include machines that provide maximum extraction of water from carpets.
5. Use blowers and/or dehumidifiers where applicable.

Section Passed _____ Points Achieved _____

SECTION XVII: SUSTAINABLE PROCESSES

Total Possible: 7 Required Elements: 1 Required to Pass Section XVIII: 3 (1R+2)

A sustainable program shall ensure that cleaning processes will:

1. Ensure that cleaning workers are able to readily identify their chemicals. **R**
2. Reduce the reliance on treated dust mops by vacuuming dry, hard floors whenever possible.
3. Maximize the use of cleaning cloths before laundering.
4. Employ 'point of use' tools to maximize worker productivity.
5. Provide workers with innovative tools with which to increase worker safety and health.
6. Ensure that worker use of machinery is facilitated by proper training on the use of the machinery.
7. Ensure that safe worker use of equipment is facilitated by individual fitting of equipment to the worker whenever necessary.

Section Passed _____ Points Achieved _____

LEED CERTIFICATION

To achieve LEED certification, buildings must meet all Prerequisites in the LEED Rating System and earn a minimum of 32 points. According to the USGBC website, “The flexibility of the Rating System allows building owners, managers and practitioners to determine which credits to pursue based on performance goals”.

LEED-EB ratings are awarded according to the following point system:

- Certified 32–39 points
- Silver 40–47 points
- Gold 48–63 points
- Platinum 64–85 points

The following categories and points are available to a sustainable cleaning program.

Energy and Atmosphere

Credit 3.1 **Building Operations and Maintenance:** Staff Education 1 Point

Materials and Resources

Prereq 1.1 Source Reduction and Waste Management:
Waste Management Policy and Waste Stream Audit Required

Credit 3 Optimize Use of IAQ Compliant Products 2 Points

Credit 4 Sustainable Cleaning Products and Materials 3 Points

Credit 5 Occupant Recycling 3 Points

Indoor Environmental

Credit 4.1 Documenting Productivity Impacts:
Absenteeism and Healthcare Cost Impacts 1 Point

Credit 9 Contemporary IAQ Practice 1 Point

Credit 10.1 Green Cleaning: Entryway systems 1 Point

Credit 10.2 Green Cleaning: Isolation of Janitorial Closets 1 Point

Credit 10.3 Green Cleaning: Low Environmental Impact Cleaning Policy 1 Point

Credit 10.4-5 Green Cleaning: Low Environmental Impact Pest Mgt Policy 2 Point

Credit 10.6 Green Cleaning: Low Environmental Impact Cleaning Equip Policy 1 Point

TERMS AND DEFINITIONS

The terms and definitions in this standard are provided to ensure clarity of meaning of the statements within this Cleaning Standard. Every effort has been made to preclude the use of slogans or jargon associated with any particular product or process. Likewise, brand names have not been used except in cases where the name is synonymous with and most appropriate for the description of a tool or activity. Names like 'Band Aid' or 'Team Cleaning' are examples of such terms. While some of these terms do not appear in this document they have been included as they are closely related to the topic and could be expected to be used when evaluating a sustainable program.

Antimicrobial: A substance that kills or inhibits the growth of [microbes](#) such as [bacteria](#), [fungi](#), [viruses](#), or [parasites](#)

APPA (Formerly the Association of Physical Plant Administrators)
1643 Prince Street
Alexandria, Virginia
22314-2818
703 684-1446
Fax 703 549-2772

Audit: An assessment of a program or specific site performed by a third party to determine compliance with a particular standard or set of standards.

Back Pack Vacuums: A vacuum that is designed to be carried on the hips of the cleaning worker during use.

Biodegradable: A biodegradable product has the ability to break down by biological means into raw materials of nature and disappear into the environment.

BOMA: The National Association of Building Owners and Managers.

BOMA SEATTLE-KING COUNTY

Executive: Rodney S. Kauffman, RPA
Executive Vice President
1904 Third Avenue
Suite 825
Seattle, WA 98101
(206) 622-8924
FAX: (206) 292-8060
E-mail: rkauffman@bomaseattle.org
World Wide Web:
<http://www.bomaseattle.org>

BOMA SEATTLE-KING COUNTY

Executive: Rodney S. Kauffman, RPA
Executive Vice President
1904 Third Avenue
Suite 825
Seattle, WA 98101
(206) 622-8924
FAX: (206) 292-8060
E-mail: rkauffman@bomaseattle.org
World Wide Web:
<http://www.bomaseattle.org>

BOMA SPOKANE

Executive: Carla Warren
BOMA Spokane
PO Box 592
Spokane, WA 99201
(509) 344-2662
FAX: (509) 344-2665
E-mail: carla@bomaspokane.org
World Wide Web:
<http://www.bomaspokane.org>

BOMA SOUTH PUGET SOUND

Executive: Lianna Collinge
Executive Director
P.O. Box 6906
Tacoma, WA 98407
E-mail: aminc1@juno.com
World Wide Web:
<http://www.bomasouthpugetsound.org/>

BOMA TRI-CITIES

Jewell Swinyard
BOMA Association Executive
c/o ABM Industries, Inc.
16 East Columbia Drive
Kennewick, WA 99336
Phone: (509)582-9776
Fax (509)582-5224
E-mail: jewelabm@bossig.com

Bowl Brush: A tool with synthetic brushes designed to clean toilets and urinals

Carcinogen: A substance that causes [cancer](#) or is believed to cause cancer.

Carcinogenic: A material that is known to cause cancer.

Certification: A method of verifying compliance with the Washington State Sustainable Cleaning Standards which results in the awarding of a certificate of compliance.

Certified Cleaning Program: A cleaning program that has been awarded a certificate attesting to their demonstrated compliance with the Washington State Sustainable Cleaning Standards.

Certified Cleaning Worker: A cleaning worker that has been trained in the concepts associated with the performance of sustainable cleaning as set forth in the Washington State Sustainable Cleaning Standards.

Chemical storage: The manner and place in which cleaning products, equipment and supplies are stored.

Classroom: An officially designated training space.

Cleaning Chemical: A substance with a distinct molecular composition that is produced by or used in a chemical process and which is used in the process of cleaning...

Cleaning Management: An entity that oversees or directly provides cleaning services, whether by in-house or contracted workers.

Cleaning Program: An entity that exists to perform or oversee a full range of cleaning services.

Cleaning Worker: The person who performs hands-on cleaning tasks.

Concentrate/Concentrated: A term generally applied to chemicals that are provided in a manner that requires the addition of water to bring them to a prescribed dilution strength and consistency; a chemical that has not been diluted with water to bring it to the strength appropriate for its intended use and results.

Control Cabinet: A storage cabinet that is located in a supervisor's office or other secure area and is used to store products that require distribution control.

Controlled Product: A term applied to chemicals that are not used on a daily basis in the accomplishment of routine custodial work; Chemicals that require particular and/or special instruction, personal protective equipment or supervisory oversight in their use.

Daily Cleaners: Cleaning products used in routine daily cleaning tasks

Daily Duties: Those cleaning duties prescribed to be done on an every day, 5 day a week, basis or on every day the facilities are used. Means regularly scheduled cleaning of areas that have been used (usually once in a 24 hour period) and which require attention to restore order, prevent odors, discourage insect or pest infestation, provide germicidal or bacterial control, etc.

Daily Refresh Cleaning: Those things done each day to establish order to an area without the performing of detail cleaning. May include trash removal; debris removal; straightening chairs, tables, etc;

Deep Cleaning: In depth cleaning

Detail Cleaning: In depth cleaning

Dilution: The process of making weaker or less concentrated.

Disinfecting: To sterilize surfaces; to make germ free.

Disinfectants: Sometimes called antibacterial cleaners, antiseptics, or sanitizers, these are controlled products that are designed to destroy germs and bacteria when applied properly.

Disinfecting: The cleaning process whereby the worker uses a 'controlled product' to clean thoroughly and remove germs from surfaces.

Environmentally preferred products: Those products which have been shown to present less hazardous to human health and/or the environment than other products designed for the same purpose.

Ergonomics: The science concerned with designing safe and comfortable machines, tools, and work systems to reduce operator fatigue, discomfort and injury.

Flat mops: A wooden or metal handle with rectangular mop head designed to lay flat on the floor when in use.

Floor finishes: – Sealers, top coats, acrylics products that do not contain wax that are applied to floors to preserve and/or protect the flooring or to achieve aesthetic purposes.

Green: A term synonymous with environmentally friendly and which refers to products or processes that present a reduced negative impact on human health and/or the environmental.

Green cleaning. A method of cleaning that incorporates products and processes that help present a reduced negative impact on the cleaning worker, the building, the occupant and/or the environmental.

Green Seal: A non-profit organization specializing in environmentally responsible products and services; One of several third party product testing entities.

Hands on: Refers to in-person or on-site training or instruction.

Huck Towels: Cleaning cloths which have minimal lint and are absorbent. When used appropriately, they are folded into quarters to provide for several clean surfaces with which to capture and remove dust and dirt.

IFMA: International Facility Management Association

1 E. Greenway Plaza, Suite 1100

Houston, TX 77046-0194 USA

Phone: 713-623-4362

Fax: 713-623-6124

webmaster@ifma.org

ISSA: International Sanitary Supply Association, Inc.

7373 N. Lincoln Ave

Lincolnwood, IL 60712-1799

(847) 982-0800,

(800) 225-4772,

FX (847) 982-1012

Janitor closet: A closet designated for the storing and preparation of cleaning products and equipment.

Job Cards: Cards containing detailed information about custodial work assignments.

Johnny Mops: A soft, synthetic bowl mop used to clean toilets and urinals.

Just in time inventory: An ordering process that provides needed inventory as it is needed, facilitating inventory management and preventing overstocking.

Kentucky mop: A string mop that attaches to the handle with a clip.

LEED. A term for *Leadership in Energy and Environmental Design* rating and certification system developed by the U.S. Green Building Council.

LEED-EB – The rating system for existing buildings addresses:

- ◆ whole-building cleaning and maintenance issues including chemical use
- ◆ ongoing indoor air quality
- ◆ energy efficiency
- ◆ water efficiency
- ◆ recycling programs and facilities
- ◆ exterior maintenance programs, and
- ◆ systems upgrades to meet green building energy, water, IAQ, and lighting performance standards

LEED-NC – The rating system for New construction and major renovations is a green building rating system that was designed to guide and distinguish high-performance commercial and institutional projects, with a focus on office buildings.

LEED-NC for Retail addresses the unique challenges and opportunities of implementing green building strategies into retail projects. USGBC is currently accepting applications for projects who would like to participate in the pilot test of the guide. The pilot test will gather market feedback on the draft modifications to LEED-NC v2.1/2.2, which include tailored credit language and alternative compliance paths as needed.

LEED-NC Multiple Buildings and On-Campus Building Projects provides direction in applying LEED-NC to projects in a campus or multi-building setting, such as corporate campuses, college campuses, and government installations (i.e. a single owner or common property management and control). It is intended for projects where a) several buildings are constructed at once or in phases, or b) a single building is constructed in a setting of existing buildings with common ownership or planning with the ability to share amenities or common design features.

LEED-NC: Application Guide for Lodging: Developed by the U.S. Air Force for low-rise lodging projects, such as dormitories, hotels and apartment buildings that are less than four stories tall.

LEED-NC: Guidelines currently being developed for Healthcare will address chemical sensitivity issues, process loads, and other issues relevant to healthcare buildings.

LEED-NC: Guidelines currently being developed for Laboratories will address the ventilation issues of Laboratories, as well as process loads and other considerations.

LEED-NC for Schools: Currently being developed for use by K-12 schools and school district to address issues such as student transportation, occupancy definition, and classroom acoustics.

Life cycle. The life cycle of a product is a concept that recognizes the products impact on the environment not only when it's used, but across its entire life cycle. This includes everything from the extraction of raw materials to the manufacturing process, transportation, and recycle or disposal of the product.

Micro Fiber cloths: Soft and absorbent cleaning cloths made of polyester and other synthetic materials

Pantry: A small to moderate sized storage cabinet that is conveniently located to a worker's assigned area, and is used to store a day's supply of cleaning products or supplies.

Personal Protective Equipment: refers to protective clothing, gloves, goggles, masks, respirators, or other gear designed to protect the cleaning worker from [injury](#) by chemicals or other hazards for job-related [occupational safety and health](#) purposes.

Point of use tools: Cleaning tools made available at the job site to facilitate cleaning tasks with out having to make return trips to a custodial closet or doghouse.

Portionized products: Cleaning products or chemicals provided in pre-measured, portion sized packets.

Post-consumer material: Materials generated by a business or a consumer that have served their intended use and which have been recovered or diverted from the waste stream to be recycled.

Prescribed Cleaning: (1) A predetermined schedule of cleaning tasks beyond the basic schedule that is designed to achieve a clean condition; (2) A customized schedule of cleaning tasks; (3) May involve more frequent cleaning of prestigious or other areas; (4) Often involves the cleaning, disinfecting and sanitizing of areas necessary to maintain particular areas especially in the prevention of the spread of germs, bacteria, and viruses.

Primary Packaging: Packaging within which cleaning chemicals or equipment is contained when received from the manufacturer/distributor/retailer including boxes, bottles, spray bottles, buckets, barrels, etc.

Project work: Those cleaning duties prescribed to be done on an occasional but scheduled basis.

Regular, after use: Sometimes referred to as 'daily' tasks in service specifications. Means regularly scheduled cleaning of areas that have been used (usually once in a 24 hour period) and which require attention to restore order, prevent odors, discourage insect or pest infestation, provide germicidal or bacterial control, etc.

Sanitizers: High level disinfectants that kill over 99.9% of a target microorganism in applicable situations.

Secondary packaging: Packaging within which a cleaning chemical is placed once it is received into inventory and/or issued to cleaning workers and/or being used in the cleaning process including boxes, bottles, spray bottles, buckets, barrels, etc.

Short staffing: A situation when one or more of a cleaning staff are absent; when there are not sufficient staff available to perform the scheduled cleaning duties.

Solution centers: A mechanism used in the dispensing, mixing and dilution of concentrated chemicals with water

Specifications: Also called job specs; A detailed account of what, when, where and how of cleaning tasks.

Stainless steel Cleaners: Products designed to clean and shine stainless steel surfaces

Sterilize: The complete elimination of all microorganisms,

String mop: A traditional type of mop with a wooden or metal handle and a removable mop head bade of cotton or synthetic material.

Sustainability. As related to cleaning, a term that is used to identify a cleaning process that can be sustained, duplicated, proven, and measured. A term that includes results which contribute to human and environmental health and the longevity of the natural and the built environment.

Sustainable Cleaning Products: Sometimes called Environmentally Preferred Products, these are cleaning agents that have been third party tested and will not present harm to the cleaning worker or the environment.

Environmentally Friendly: Environmentally Friendly cleaning products are those that are less toxic but still present a certain environmental risk in their use or disposal.

Third party tester: A separate individual or organization other than the primary developer, producer, manufacturer, distributor, retailer or end user involved with a cleaning product or chemical who tests the product to determine its compliance with sustainable standards.

Or

An individual or organization that has been authorized to evaluate a cleaning program for compliance with the Sustainable Cleaning Standard

Toxins: A poisonous substance, especially a protein, that is produced by living cells or organisms and is capable of causing disease when introduced into the body tissues but is often also capable of inducing neutralizing antibodies or antitoxins.

Upright Vacuum cleaner: A vacuum cleaner that rests on the floor, is maneuvered by a handle, uses a beater bar and suction to pickup dirt which is deposited into an attached cloth or paper bag. May or may not be self propelled

U.S. Green Building Council (USGBC). The USGBC is a membership organization comprised of owners, manufacturers, service providers, and architects that has become the leading proponent of green building in the U.S. It designed the LEED rating criteria and continues to oversee the certification a healthier environment for students and

Vacuum Cleaner: An electrical appliance that cleans surfaces such as carpets and upholstery by sucking dirt and other material into a bag or cylinder

Volatile organic compounds (VOCs) are organic [chemical](#) compounds that can vaporize and enter the atmosphere.

Wax: Floor finishes that contain actual wax such as carnauba or beeswax and which are applied to wood or other such floors to protect the flooring, prevent it from drying out and for aesthetic purposes.

Work assignments: The area, tasks, duties assigned to a cleaning worker

Yacht mops: A small mop with a wooden handle and permanently attached cotton yarn mop.